

(1200) Terms and Conditions for Lifeline Customers

Study Area Code: 240516

Study Area Name: Chester Telephone Company

Chester Telephone Company, d/b/a TruVista does not offer any plans only available to Lifeline customers. Lifeline customers may subscribe to any voice or broadband plan under the same terms and conditions as any non-Lifeline customer, with the exception that Lifeline customers may subscribe to Toll Limitation Service free of charge.

All Chester Telephone Co. d/b/a/ TruVista voice plans offer unlimited local calling.

All customers are eligible for any of the LD calling Plans which offer discounts based on packages of minutes up to unlimited nationwide long distance. These plans are offered through TruVista's affiliated Long Distance Carrier (Chester Long Distance Services, Inc.).

If no plan is chosen, LD calls are billed on a per call/per minute basis.

.( See <http://www.truvista.net/>) for a more detailed description of the terms and conditions of all TruVista products.

The pages below are maintained on the TruVista internal web server as an aid to employees:

# Pricing

## Voice

### Lines/Calling Features

Calling Features	Res	Bus		
Exchange Access Line - One Party -Ridgeway	RR1	\$15.50	RB1	\$27.90
Exchange Access Line - One Party - Chester	RR1	\$15.50	RB1	\$27.90
Exchange Access Line - One Party - Great Falls	RR1	\$15.50	RB1	\$27.90
Exchange Access Line - One Party - Lewisville	RR1	\$15.50	RB1	\$27.90
Exchange Access Line - One Party -Lockhart	RR1	\$14.25	RB1	\$23.80
Rotary Line (Hunting)Service	RRLS	\$2.00	RRLS	\$2.00
<b>Advanced Calling- Features</b>				
Anonymous Call Rejection	RRACB	\$2.00	RBACB	\$2.00
Call Block (Selective Call Rejection)	CLR04	\$3.00	CLB04	\$4.25
Call Forwarding	RRCF	\$1.75	RBCF	\$2.75
Call Forwarding Busy Line	RRCFB	\$1.75	RBCFA	\$2.75
Call Forwarding Don't Answer Busy Customer Control		\$1.75		\$2.75
Call Forwarding Don't Answer	RRCFD	\$1.75	RBCFD	\$2.75
Call Hold	RCH	\$1.75	RCH	\$2.75
Call Return (Automatic Recall)	CLR01	\$2.75	CLB01	\$4.00
Call Selector (Distinctive Ringing)	CLR03	\$3.00	CLB03	\$4.25
Call Tracing (Customer Originated Trace)	RRCT	\$3.75	RBCT	\$5.00
Call Waiting	RRCW	\$2.75	RBCW	\$4.25
Call Waiting Deluxe	RRCWD	\$4.00	RBCWD	\$6.00
Caller ID (Calling Number Delivery)	CLR06	\$4.75		\$6.25
Caller ID Blocking Per Line	CIBPL	\$2.00		\$2.00
Caller ID Blocking Per Call	RRID2	\$0.00		N/C
Caller ID Deluxe (Name	RRIDD	\$5.75		\$7.25

and Number Delivery)				
Enhanced Caller ID (Busy Line/Idle Line Name)	RRECI	\$8.95	RBECI	\$11.00
Hot Line	RRHL	\$1.75		\$2.75
Remote Access- Call Forwarding	RRCFA	\$6.50		\$9.00
Repeat Dialing (Automatic Call Back)	RRRD	\$2.75		\$4.00
Selective Call Acceptance	RRSCA	\$3.00		\$4.25
Selective Call Forwarding	RRSCF	\$3.00		\$4.25
Speed Calling (8 code)	RRSC	\$1.75		\$2.75
Speed Calling (30 code)	RRSC1	\$2.75		\$3.75
Speed Calling (50 code)	RRSC2	\$3.75		\$4.75
Three Way Calling	RRTWC	\$2.75		\$4.25
Warm Line	RRWL	\$1.75		\$2.75
Single Line Variety Pack	RRVP	\$3.00		\$4.50
Calling Card (Each Call)		\$1.00		\$1.00
Operator Station, Each Call		\$1.25		\$1.25
Person to Person		\$2.50		\$2.50
Emergency Interrupt (Each Request)		\$1.75		\$1.75
Verification Request (Per Request)		\$1.75		\$1.75
Primary Service Listing		\$0.00		\$0.00
Additional Name Listing		\$0.35		\$0.35
Non-Published Service		\$1.00		\$1.00
Non-Listed Service		\$0.50		\$0.50
Residential Voice Mail		\$3.95		
711 Dialing Code		\$0.00		\$0.00
Residence				

Access Lines

SCFEEAL

### Nationwide Talk 500

OCPNW) 500 Nationwide Long Distance Minutes for \$25.00 permonth - Overage minutes above| 500 will be charged at \$.09 per minute. Applies to Direct Dialed Domestic calls including Alaska and Hawaii any time of day. No Connection Charges. Calls are rounded up to the nearest Minute. Volume discounts do not apply to this plan. Available to Residential & Business Customers

### **Nationwide Talk Plan 250**

(OCPNT)] 50 Nationwide Long Distance Minutes for \$12.95 per month. Overage minutes above 250 will be charged at \$.09 per minute. Applies to Direct Dialed Domestic calls including Alaska and Hawaii any time of day.

- No Connection Charges.
- *Volume discounts do not apply to this plan.*
- Available to Residential & Business Customers

### **Nationwide Talk 500**

OCPNW) 500 Nationwide Long Distance Minutes for \$25.00 per month - Overage minutes above 500 will be charged at \$.09 per minute. Applies to Direct Dialed Domestic calls including Alaska and Hawaii any time of day. No Connection Charges. *Calls are rounded up to the nearest Minute.*

- Volume discounts do not apply to this plan.
- Available to Residential & Business Customers

### **Nationwide Talk Plan 1000**

- (OCPNN) Distance Minutes for \$50.00 per month - Overage minutes above 1000 will be charged at \$.09 per minute.
- Applies to Direct Dialed Domestic calls including Alaska and Hawaii anytime of day. No Connection Charges. *Calls are rounded up to the nearest Minute.*
- Volume discounts do not apply to this plan.
- Available to Residential & Business Customers

### **9 cents Flat Rate Calling Plan**

- (OCP10) Flat rate of 9 cents per minute on Direct Dialed Domestic calls including Alaska and Hawaii any time of day
- **NO monthly recurring charge.** No Connection Charges. *Calls are rounded up to the nearest Minute.* Applies to Direct Dialed Domestic calls including Alaska and Hawaii any time of day. No Connection Charges.
- Volume discounts do not apply to this plan.
- Available to Residential & Business Customers

### **The 509 Plan**

- Flat rate of 5 cents per minute on Direct Dialed Domestic State to State calls including Alaska and Hawaii any time. Flat rate of 9 cents per minute on Direct Dialed In-State calls any time.
- \$5.95 Monthly Recurring Charge
- 9.9% Universal Access Fee
- *Calls are rounded up to the nearest Minute.*

### **Unlimited LD**

- One Flat Monthly Charge for All Your Long Distance Calls! \*View Brochure
- \$29.99





## VOICE: LOCAL

TRUVISTA, LOCAL TELEPHONE PROVIDER  
FOR OVER 115 YEARS.

### BASIC

TruVista provides basic residential local telephone service. If you make many telephone calls within the state beyond your basic calling area you may want to consider an Extended Calling Plan which will save you money over long distance calling.

### LIFELINE

Lifeline offers a discount on monthly telephone service and associated charges. You may be eligible for Lifeline if you qualify for one of the following:

- Supplemental Nutrition Assistance Program (SNAP)
- Federal Public Housing Assistance (Section 8)
- Low Income Home Energy Assistance Program (HEAP)
- Medicaid
- Supplemental Security Income (SSI)
- National School Lunch (NSL) free lunch program
- Temporary Assistance for Needy Families (TANF)

Please contact your local TruVista business office for more information.

TruVista's regulated services are sold subject to terms and conditions contained in applicable tariffs and contracts. Any inconsistencies between terms, conditions and pricing information presented on this website and such tariffs and contracts will be resolved in favor of the tariffs and contracts. Local service rates do not include standard applicable taxes and fees that apply to all regulated telephone lines. (Such as Federal End User Access Charge, LNP End User Basic Charge, 911, Dual Party Relay Service Charge, Federal Universal Service Charge and State Universal Service Charge). All published rates subject to change.

### BUNDLES

Explore our Savings Bundles where getting multiple services on one bill adds up to substantial savings - Up to \$100's of dollars per year.

### OTHER VOICE FEATURES

#### VOICE MAIL

The most reliable, user friendly and cost effective call answering system available today for your home or your business.

TruVista's Voice Mail service answers your incoming calls and records any messages, even if you are on the telephone! There are no machines to buy or repair, no tapes that wear out, and no scratchy voice recordings. You can even set up multiple mailboxes, all password protected. Your messages are secure and easily accessible from any touch-tone phone - anytime, anywhere.

#### INSIDE WIRE MAINTENANCE

Affordable protection for your telephone service for when problems arise that could be costly - especially since most repairs pertaining to telephone service are unexpected.

Whether you have a new home with new technology or an older home with older wiring, TruVista's affordable monthly telephone line maintenance plan will protect you from unexpected repair bills. A monthly maintenance plan for your cable wiring is also available from TruVista Communications. (Inside Wire Maintenance only applies to existing wires and jacks that have been properly installed.)

- Telephone Line Maintenance Plan
- Cable Wiring Maintenance Plan

TRUVISTA.NET

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GENERAL SUBSCRIBER SERVICES TARIFF

CHESTER TELEPHONE COMPANY  
CHESTER, SOUTH CAROLINA

ELEVENTH REVISED PAGE 2  
REPLACES TENTH REVISED PAGE 2

ISSUED: \_\_\_\_\_

EFFECTIVE: JUNE 1, 2013

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 MONTHLY EXCHANGE RATES

- a. Monthly exchange rates, as authorized by the Public Service Commission, are shown below.
- b. The rates specified herein, entitle subscribers to an unlimited number of messages to all stations bearing the designation of central offices within the serving exchange and additional exchanges as shown in Section A3.4 Local Calling Areas of this tariff.

EXCHANGE	RESIDENCE 1 PARTY	BUSINESS 1 PARTY	PBX TRUNK
CHESTER	\$ 15.50 (I)	\$ 27.90	\$ 27.90
GREAT FALLS	\$ 15.50 (I)	\$ 27.90	\$ 27.90
LEWISVILLE	\$ 15.50 (I)	\$ 27.90	\$ 27.90

A3.3.1 Public Telephone Access Service For Customer Provided Equipment (CPE)

3.3.1.1 Rates and Charges

- A. Public Telephone Access Service for CPE is provided on a Flat Rate basis where facilities permit.

- 1. Flat Rate     \$27.90 per line

- a. The above monthly rate is applicable to Public Telephone Access Service for CPE.

A3.4 LOCAL CALLING AREAS

The rates specified in Section A3.3 entitle subscribers to access all stations bearing the central office designations of additional exchanges as shown below. The local calling area of the exchange in the left hand column also includes the exchanges listed in the right hand column.

EXCHANGE	ADDITIONAL EXCHANGES
Chester	Great Falls - Lewisville
Great Falls	Chester - Lewisville
Lewisville	Chester - Great Falls



### **Application for Lifeline**

- Lifeline is a federal benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program
- Only one Lifeline service is available per household
- A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses
- A household is not permitted to receive Lifeline benefits from multiple providers
- Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's (or "FCC") rules and will result in the subscriber's de-enrollment from the program
- Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

### **How to apply: four steps**

1. Choose whether you will apply because you participate in a qualifying program or because your total household income falls within the guidelines.
2. Fill out the attached form. You must indicate your service address as well as your billing address (if not the same as your service address), as well as the last four digits of your SSN, your date of birth.
3. You must provide photocopies of either the program or income documents. These documents will be examined by TruVista to determine if they provide sufficient proof of eligibility. The documents will not be returned to you and will be destroyed once that examination is completed.
4. You must sign the bottom of the application indicating that you are complying with the Lifeline benefit rules.

### **Qualifying Methods**

You may qualify for Lifeline either because you participate in one of the following programs or because your income is within the following guidelines. **NOTE: You may receive Social Security and Medicare benefits, but to qualify for Lifeline, you must receive benefits from one of the following programs or your income must fall within the guidelines.**

You **MUST** provide photocopies of any qualifying documentation. **NOTE: PROVIDE PHOTOCOPIES ONLY; WE WILL NOT RETURN ANY DOCUMENTATION.**

#### **Program Eligibility**

- |  |  |
|--|--|
| • Supplemental Nutrition Assistance Program (SNAP) | • Low Income Home Energy Assistance Program (HEAP) |
| • Federal Public Housing Assistance (Section 8)    | • Temporary Assistance for Needy Families (TANF)   |
| • Medicaid   |  |
| • Supplemental Security Income (SSI)               |  |
| • National School Lunch (NSL) free lunch program   |  |

Documentation includes a photocopy of a card or an award letter.

#### **Income Eligibility**

You may qualify to receive Lifeline if your household income does not exceed 135% of the Federal Poverty Guidelines. The 2014 Federal Poverty Guidelines are shown on the following page.





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ADMINISTERED BY THE S.C. OFFICE OF REGULATORY STAFF

## 2014 Federal Poverty Guidelines - 135%

(Effective: January 22, 2014)

Household Size	South Carolina
1	15,755
2	21,236
3	26,717
4	32,198
5	37,679
6	43,160
7	48,641
8	54,122

**Please Note:**

- Source: Federal Register, Vol. 79, Number 14, pp. 3593-3594

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## TruVista Lifeline Application

When completed, please bring this form with you to a TruVista retail location, or mail or fax form to:

**TruVista, PO Box 160, Chester, SC 29706**

**Fax to 803-581-2223**

Customer Name: \_\_\_\_\_

Customer Service Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Customer Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Customer's Home Telephone Number: (\_\_\_\_\_) \_\_\_\_\_

Customer's Social Security Number (last four digits): \_\_\_\_\_

Customer's Date of Birth xx/xx/xxxx: \_\_\_\_\_

Month

Day

Year

Please choose 1 OR 2.

1. I certify that I participate in at least one of the following programs (check all that apply) and I am providing a photocopy of a document that demonstrates my participation in one of these programs.

**NOTE: SEND PHOTOCOPIES ONLY; WE WILL NOT RETURN ANY DOCUMENTATION.**

- |   |   |
|---|---|
| <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) | <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP) |
| <input type="checkbox"/> National School Lunch – Free Lunch Program       | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF)     |
| <input type="checkbox"/> Medicaid   | <input type="checkbox"/> Supplemental Security Income (SSI)                 |
| <input type="checkbox"/> Federal Public Housing Assistance (Section 8)    |   |

2. I certify that my total household income falls within the guidelines listed on Page 1 and I also certify that this is how many people live in my household (**required**): Adults \_\_\_\_ Children \_\_\_\_ . I am providing a photocopy of the following qualifying documents:

- |  |   |
|--|---|
| <input type="checkbox"/> Prior year's state or federal tax return  | <input type="checkbox"/> Retirement / pension statement of benefits                   |
| <input type="checkbox"/> Current income statement from an employer | <input type="checkbox"/> Unemployment/Workmen's Compensation statement of benefits    |
| <input type="checkbox"/> Paycheck stubs for most recent 3 months   | <input type="checkbox"/> Federal notice letter of participation in General Assistance |
| <input type="checkbox"/> Social Security statement of benefits     | <input type="checkbox"/> Veterans Administration Statement of Benefits                |
| <input type="checkbox"/> Child Support document                    | <input type="checkbox"/> Other official document containing income information        |
| <input type="checkbox"/> Divorce decree                            |   |

**I certify, under penalty of perjury, that:**

1. I meet the income-based or program-based eligibility criteria for receiving Lifeline, shown above.
2. I will notify TruVista within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based criteria for receiving Lifeline support, I am receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit.
3. If I move to a new address, I will provide that new address to TruVista within 30 days.
4. My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service.
5. The information contained in this certification form is true and correct to the best of my knowledge.
6. I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law.
7. I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify my continued eligibility will result in de-enrollment and the termination of my Lifeline benefits.
8. I hereby authorize TruVista to release any of my information contained in this Lifeline Application required for the administration of the Lifeline program to the FCC or its designee, including the Universal Service Administrative Company, and to any state and federal agency, as required by law.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For agent use only:

Type of document for program eligibility: \_\_\_\_\_

Type of document for income eligibility: \_\_\_\_\_

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**REDACTED – FOR PUBLIC INSPECTION**

**CHESTER TELEPHONE COMPANY, INC. (SAC 240516)**

**ATTACHMENT - LINE 3026**

**ATTACHMENT REDACTED IN ENTIRETY**